



Town of Newton, NH

**Wednesday, Feb. 13, 2013**

**Request for Proposal**

**Computer Support and Managed Information Technology Services**

**Town of Newton**

**Issued by:  
Newton Board of Selectmen**

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## **Section One: INSTRUCTIONS TO BIDDERS**

The Town of Newton is asking for proposals for computer support and managed information technology services.

By submitting a signed proposal, the proposing company warrants that it is sufficiently informed in all matters affecting the performance of this work; furnishing knowledge, labor, supplies, material and components needed in performing the specifications; that it has obtained copies of all necessary documentation; that it has made itself aware of all site-specific peculiarities; and that it is familiar with all field conditions; that it has properly and completely executed the bid documents; and that the prices are complete and a correct statement of performing the work and furnishing the knowledge, labor, supplies, materials and components specified by the RFP documents.

### **Qualifications:**

Contractor must have five years' experience in the computer support and managed information technology services field. Contractor must possess all applicable licenses and insurance coverage required to perform the work as required.

- Contractor must have knowledge and experience with all our current running software packages, including Firewall software, Kaspersky Internet Security or the equivalent, Windows Server 2003/2008, Windows XP/Vista/7 & 8, Symantec or the equivalent, QuickBooks, Avitar, Interware Clerkworks, SharePoint, Microsoft Office Suite
- Contractor labor must be direct employees of the Contractor or direct employees of a Sub-contractor if working under the Contractor. Contractor shall be under direct contract with the Town of Newton and work must be closely coordinated with the Town of Newton Office Manager.

This RFP is applicable to the Town of Newton Bid Policy and the town reserves the right to accept or reject any or all bids and to accept the bid deemed to be in its best interest.

### **Proposal Postponement or Amendment:**

The Town of Newton reserves the right to amend any portion of the Request for Proposal. Copies of such amendments shall be furnished to all prospective Contractors. Where such amendments require changes in the scope of services, the final date for submission may be postponed.

### **Cost of Proposal Preparation:**

Any costs incurred by Contractors responding to this Request for Proposal in anticipation of receiving a contract award shall be the responsibility of the Contractor. The Town of Newton shall not reimburse the Contractor for any such expenses.

**Background Checks:** Contractor must provide background check for any and all of his/her employees that will work for the Town of Newton as an IT consultant, at the expense of the contractor.

### **Contract Documentation:**

Any contract resulting from this solicitation shall contain the terms and conditions included in this RFP, the successful proposal, and any addenda issued pursuant thereto.

**Inquiries:**

Questions concerning this Request for Proposal shall be directed to:

Mary Winglass, Town of Newton Selectmen's Manager, 603-382-4405x10

MWinglass@newtonnh.net.

**Submission Instructions:**

A proposal must be received by the Town of Newton, at the Town of Newton Town Hall, 2 Town Hall Road, Newton, NH 03858 by 4PM on **Tuesday, March 5, 2013.**

**MAILING ADDRESS**

Town of Newton

P.O. Box 378

2 Town Hall Rd.,

Newton, NH 03858

**Signature Requirements:**

Proposals must be signed by a duly authorized official of the contractor. Proposal terms shall be valid for a period of ninety (90) days from receipt by the Town of Newton.

**Section Two: GENERAL DESCRIPTION OF REQUIRED SERVICES**

Comprehensive System Administration and System Monitoring Services for on-site and ongoing maintenance of Windows OS-based workstations, servers, networks and on-site hardware maintenance to maximize the productivity of our systems by augmenting staff's skills with the expertise of your engineers, to perform crucial system setup, administration, upgrade, and expansion tasks and to perform hardware upgrades and maintenance.

**Required Specifications of Services:**

- Install and configure new systems and users
- Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore
- Identify and correct problems in Windows operating system use and provide alternative solutions where necessary
- Assist with the allocation of system resources and operating system tuning and configuration
- Write scripts to automate necessary procedures such as backup applications, updates
- Install and test any licensed software updates, releases, and patches provided by us and third parties
- Assist users with system operation, optimization, and debugging
- Conduct on-site tutoring in system features for users

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- Provide twice yearly written and/or oral progress reports
- Perform error log monitoring, analysis, and resolution
- Assist in hardware failure determination and resolution
- Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems
- Provide next business day/same business day onsite support as necessary to all departments.
- Provide emergency onsite, 24 hour response, and support as necessary to all departments in 4 hours or less.
- Inventory Hardware and Software
- Provide Plan for 20% hardware replacement year over year.
- Centralize backup, authentication, and security services, with failover protection
- Assist town with drafting, implementing, and enforcing an IT policy.

### Current System Summary:

1	Server(s) (with DR coverage)
1	Firewall (with DR coverage)
10	Desktops
17	Laptop Units

### Disaster Recovery Guarantee:

Contractor must guarantee in the event of *a hardware failure*, an *OS security exploitation*, or a *server-side virus* infection that the Town of Newton will not be billed for the labor required to restore the server to the point provided by the last good and available backup. Furthermore the Town of Newton reserves the right to request that the *disaster recovery service* be delivered during business hours, nights, and/or weekends. Contractor must agree to the best of its available resources to meet the town's scheduling requests.

## Section Three: ORGANIZATION AND CONTENT OF PROPOSALS

Proposals shall contain a straightforward, concise delineation of the Contractor's capability to satisfy the requirements of the Request for Proposal. Each proposal shall be submitted in the requested format and include all pertinent information necessary to evaluate the submission.

### Proposal Contents:

Contractors shall adhere to the following organization in the development and submission of the proposal:

1. Identification of the Submitting Entity - State the name of the firm, mailing address, telephone number, facsimile number, email address and authorized individual to negotiate on behalf of the firm.
2. Project Teams – Identify the project team members and their positions in the team. Outline the responsibilities of each member. Include any anticipated sub consultants within the project team.

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Identify the experience and qualifications of the individual team members.

3. References - Provide a list of past clients for which your firm has provided service of a similar nature. For each reference include a contact name, phone number and address. Briefly describe the service provided for each reference. Include a minimum of two references and no more than four.

### **Acceptance:**

Binding Offer - Each proposal shall be submitted with the understanding that the acceptance in writing of the Town of Newton of an offer to furnish the services described in the proposal shall constitute a contract between the Contractor and the Town of Newton which shall bind the Contractor to furnish and deliver the services in accordance with the conditions and specifications of said accepted proposal. This shall not negate the option of the Town of Newton to further negotiate with the selected Contractor.

Right to accept or reject - The Town of Newton reserves the right to accept the proposal deemed to be in its best interest, or to reject any and all proposals. The Town of Newton reserves the right to enter into a contract with any Contractor based solely upon the initial proposal or on the basis of the best and final offer without conducting interviews.

Length of Contract – Contract terms will be for 1 year with the option to extend for another one year, at the discretion of the Board of Selectmen.

### **Payment Schedule:**

The selected Contractor will be paid monthly. When payment is due, the Contractor shall submit an invoice.

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